



ELY CATHEDRAL

Complaints policy

1. Introduction

- 1.1. **Safeguarding concerns** must be handled in line with the Cathedral's safeguarding handbook and are outside the scope of this complaints policy.
- 1.2. **Complaints about how the Cathedral has handled a safeguarding matter** (including any safeguarding matter relating to our volunteers) must be referred to the Diocese of Ely under the diocesan safeguarding complaints policy and procedure.
- 1.3. **Difficulties between Cathedral employees or volunteers** must be handled in line with the Cathedral's policies on managing difficulties, grievance and discipline outlined in the employee handbook.
- 1.4. **Any complaint relating to alleged misconduct of Cathedral clergy** must be handled in line with the Clergy Discipline Rules 2005 and are outside the scope of this policy.
- 1.5. This policy describes our approach to dealing with complaints (other than complaints about how we have handled a safeguarding matter) from members of the public.

2. Principles

- 2.1. The Cathedral's complaints policy is intended to:
 - Provide a fair procedure that is accessible, clear and easy to use
 - Support the timely investigation and resolution of complaints
 - Enable the Cathedral to respond openly, to learn and improve
 - Support Chapter in having an understanding of the nature of complaints raised through periodic reporting.

3. Responsibilities

- 3.1. The Chief Operating Officer must ensure that **complaints are investigated and responded to in a timely way** and that employees are given sufficient information and training to deal with minor complaints. Written complaints addressed to the Chief Operating Officer will be directed in the first instance to the relevant director. If a complaint relates to a director then it will be handled by the Chief Operating Officer. If it relates to the Chief Operating Officer then it will be handled by the Dean. The Chief Operating Officer must refer any complaints about how we have handled a safeguarding matter to the Diocese.
- 3.2. The Chief Operating Officer must ensure that the Cathedral's **complaints procedure** (attached) **is published on our website** and easy to find by members of the public.
- 3.3. The Chief Operating Officer is responsible for **reporting to Chapter** (at least annually) **a summary of the number and nature of written complaints received and how they have been resolved**. If, in the opinion of the Chief Operating Officer, the complaint is serious then it must be reported to the next meeting of Chapter.
- 3.4. From the point at which the Cathedral is registered with the Charity Commission, the Chief Operating Officer is responsible for advising Chapter when any matter arising from a complaint should be **reported to the Charity Commission as a serious incident**. No matter may be reported as a serious incident to the Charity Commission without a decision by Chapter to do so.

Approved by Chapter

24 November 2025



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Complaints procedure

1. Introduction

- 1.1. We aim to achieve high standards in all areas of the Cathedral's work. We believe that we achieve this most of the time. If we are not getting it right then please let us know.
- 1.2. To complain about how we have handled a safeguarding matter (including one that relates to our volunteers) then please see the [Diocese of Ely's separate safeguarding complaints policy & procedure](#). This will ensure that the complaint is independently handled.

2. How to complain

- 2.1. If you are not happy with any aspect of our work as a Cathedral then please speak to a member of staff, manager or director.
- 2.2. If you are unhappy with an individual at the Cathedral then sometimes it is best to tell that person directly. If you feel that this is difficult or inappropriate then please speak to the individual's manager or relevant director. If the individual is a volunteer then the matter can be raised with the Visitor Experience Manager.
- 2.3. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

3. How to make a written complaint

- 3.1. If you are not satisfied with our response or wish to raise the matter more formally then please email or write to the Chief Operating Officer. If your complaint is about the Chief Operating Officer then please email or write to the Dean.
- 3.2. All written complaints will be logged. You will receive a written acknowledgement within five working days.
- 3.3. We aim to investigate your complaint promptly and properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible then an interim response will be made informing you of the action taken to date or being considered.
- 3.4. If, after we have responded, you are not satisfied then please email or write to the Senior Non-Executive Member of Chapter via the Executive Assistant to the Dean. The Senior Non-Executive Member will report the matter to the next meeting of Chapter. Chapter will then decide on any further steps to resolve the situation.
- 3.5. If your complaint relates to Cathedral fundraising activity and if, after following these above steps, you remain dissatisfied with our response you can then contact the Fundraising Regulator: www.fundraisingregulator.org.uk/service/complaints-and-investigations/make-complaint

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